SOITRON*GROUP

ANNUAL REPORT

2018

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WHO WE ARE ··································

Facts & Figures

104
TOTAL SALES REVENUE OF
SOITRON GROUP (in million EUR)

796
NUMBER
OF EMPLOYEES

7
COUNTRIES: Slovakia, Czech
Republic, Romania, Turkey,
Bulgaria, United Kingdom, Poland

1991
COMPANY
FOUNDATION

About Us

> **We are a group of experienced IT professionals who are passionate about what we do.**

Soitron Group, represented by nine well-established companies, has been providing its customers with professional IT products and services since 1991.

We work diligently and consistently for the benefit of our clients, growing together as we expand into foreign markets.

Our expertise:

International System Integration
We are proud of our long-term experience, expertise, in-depth knowledge, and customer references, especially in the areas of IT Infrastructure, Unified Communications, Cloud Solutions, Communication Solutions, Multichannel Contact Centres, and Security Solutions.

Managed Outsourcing Services
Our transparent, flexible delivery, and commercial engagement models reduce costs whilst providing reliable and continued performance and improvements. Our team of highly accredited experts delivers client projects with adherence to the industry's best practices.
The comprehensive range of services and solutions cover: ITSM licences, Consultancy and Advisory Services, large and complex ITSM Migrate and Transform Services, Installation and Configuration for SMAX, Staffing as a Service from our nearshore delivery centres, Managed Network Services, Platform Support Services, Managed Desktop Services, Project Management Services, Managed Service Desk, and IT Outsourcing Services

Special Solutions
We are passionate about innovative projects which help our clients grow and accelerate their businesses. These include the following:

- **MOSY** is a tailor-made smart technology for mobile law enforcement units. Our solutions help officers to work faster and more efficiently.

- Our **VOID Security Operations Centre** allows our clients to respond to security incidents quickly and effectively. We detect threats and identify suspicious behaviour. Potential incidents are then evaluated and responded to by a team of cybersecurity analysts.

- In the area of the **Internet of Things**, we monitor and manage business processes and automate services and procedures to allow our customers to better interact with their clients or suppliers.

- **Robotization and Process Automation** is the automation of email communication, application submission, complaint processing, logistic processes, data backups, and data collection from different systems with follow up reporting and much more.

Soitron Group Subsidiaries

SOITRON

**Czechoslovakia
(Czech Republic & Slovakia)**

The two Soitron branches – Soitron, Slovakia and Soitron, Czech Republic merged together in 2018. In both markets the company now operates as Soitron, Czechoslovakia. Soitron, Czechoslovakia is a system integrator specializing in Robotisation and Process Automation, Internet of Things (IoT), IT Security, IT infrastructure, Communication and Cloud Solutions, IT Services and Outsourcing, Applications, IT Advisory and IT Department Digitalization. In 2018, Soitron generated a revenue of EUR 50 million and employed nearly 450 people.

DATANET SYSTEMS

Romania

Datanet Systems is one of the leading system integrators of IP communication and data center infrastructure as well as a Romanian market leader in routing and switching, Unified Communications, videoconferencing and IT security. Datanet Systems is the leading Cisco Gold partner in Romania. With over 60 employees, the company generated a revenue of EUR 20 million in 2018.

SEKOM

Turkey

Through a series of changes since its establishment in 1992, Sekom has evolved to become a Business Solution Integrator. With a clear vision to support customers in achieving their business goals through effective IT solutions, Sekom is dedicated to creating value for its customers by providing in-depth expertise, advanced services and software development. With its subsidiaries in Turkey, Sekom employed 83 people and generated a revenue of nearly EUR 26 million in 2018.

SOITRON

Poland

Soitron, Poland is an international IT service provider. It delivers IT outsourcing and managed services as Soitron's unique nearshore delivery model. Its wide range of IT solutions covers IT service management, staff augmentation, cloud solutions, voice biometrics, software process automation and mobile system technology. The company was established in 2017. In 2018 it generated a revenue of EUR 0.1 million.

2RING

Slovakia, USA

2Ring has specialized in flexible software solutions for Contact Centres and Unified Communications since 2001. Its EMEAR headquarters are situated in Bratislava, Slovakia. The North American office, serving customers from North and South America and the APAC region, is in Sacramento, California. It has nearly 20 employees and generated a revenue of more than EUR 4 million in 2018.

SOITRON

United Kingdom

Soitron, UK delivers nearshore IT managed services from centres throughout Europe supporting global clients. Its comprehensive range of services and solutions cover Managed Network Services, Platform Support Services, Managed Desktop Services, Project Management Services, Managed Service Desk, Managed BPO and Staff Augmentation. The company was established in 2014. In 2018 it generated a revenue of nearly EUR 2 million.
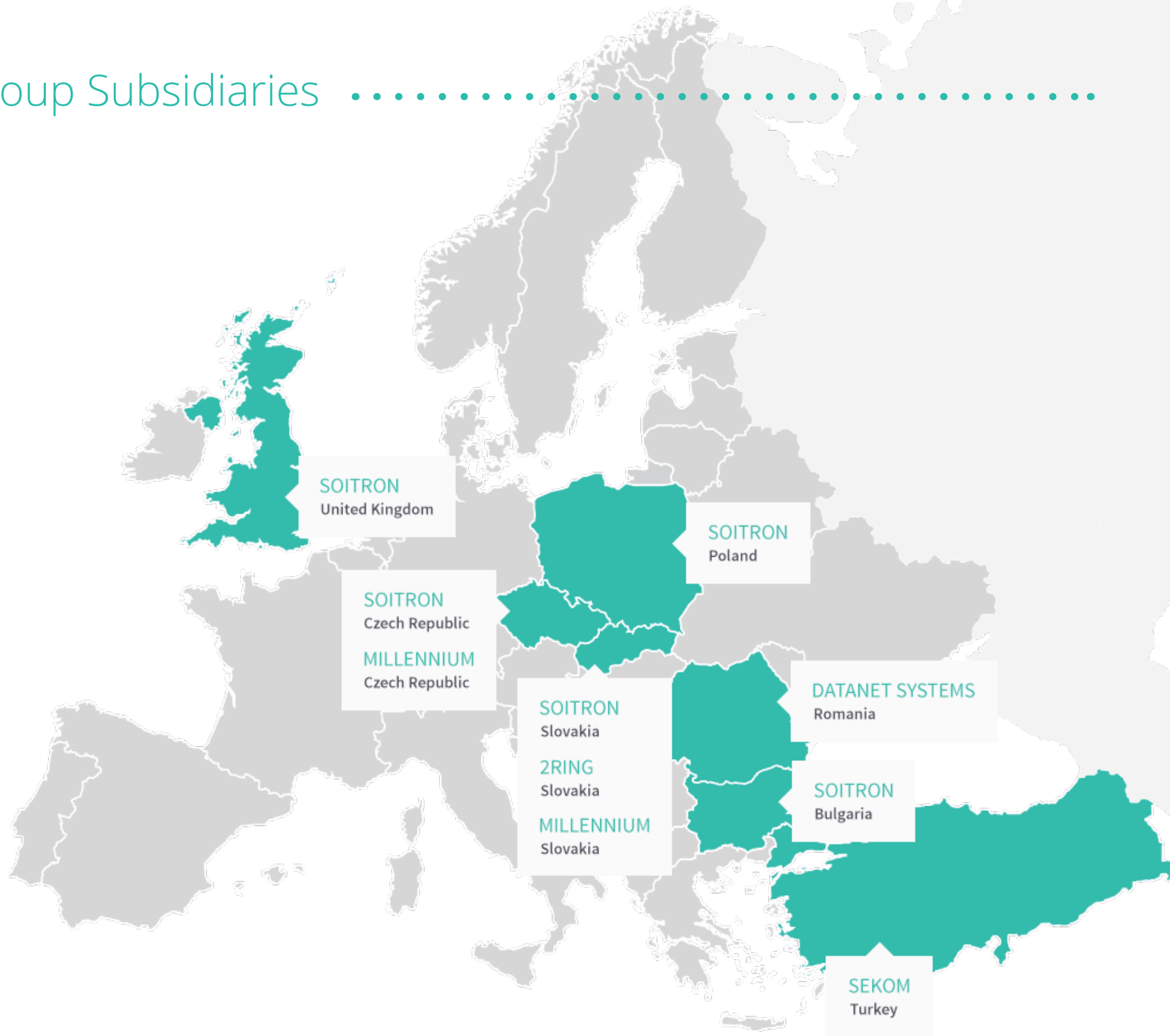
MILLENNIUM

Slovakia, Czech Republic

Millennium is an IT leader in Microsoft technology in the Czech Republic and Slovakia. It delivers and administers portal and CRM solutions. It has 30 employees and in 2018 it generated a revenue of EUR 2 million. The company was established in 1998.

SOITRON

Bulgaria

Soitron, Bulgaria supports projects and infrastructure of our clients in the EMEA region by delivering ITO/BPO outsourcing and managed services from Bulgaria as a nearshore location. Its managed delivery services create added value and promote innovation as compared to traditional outsourced IT operations. The company was established in 2013. Today it employs more than 140 people and last year it generated a revenue of EUR 3.2 million.

Soitron Group Subsidiaries

SOITRON
United Kingdom

SOITRON
Poland

SOITRON
Czech Republic

MILLENNIUM
Czech Republic

SOITRON
Slovakia

2RING
Slovakia

MILLENNIUM
Slovakia

DATANET SYSTEMS
Romania

SOITRON
Bulgaria

SEKOM
Turkey

Key People

Ondrej Smolár
- Deputy Chairman of the Board (Soitron Group)
- Executive Director (Soitron, Slovakia and Soitron, Czech Republic)

Marián Skákala
- Chairman of the Board (SoitronGroup)

Peter Horňák
- Acquisitions and Marketing Director (Soitron Group)

Tomáš Turkovič
- Member of the Board (Soitron Group)
- Outsourcing Director (Soitron, Slovakia)
- Managing Director (Soitron, United Kingdom)

Martin Lohnert
- Member of the Board (Soitron Group)

Zoltán Vašš
- Financial Director (Soitron Group)

Dragos Stroescu
- Executive Director (Datanet Systems, Romania)

Sami Ezberci
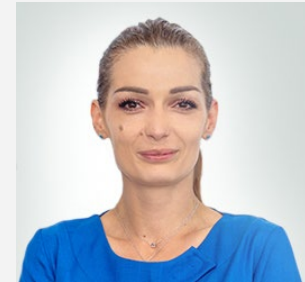- Executive Director (Sekom, Turkey)

Miroslav Morávek
- Executive Director (2Ring)

Miroslav Krempaský
- Executive Director (Millennium)

Viktoriya Petrova
- Executive Director (Soitron, Bulgaria)

Bartosz Skalski
- Executive Director (Soitron, Poland)

History of the Company

TODAY

SOITRON GROUP currently operates on the European market as one of the largest info-communication integrators and IT service providers with nearly 800 employees. The philosophy to progress continuously, has made Soitron Group a leader in introducing unique technologies and innovative solutions. The company generated a revenue of more than EUR 104 million in 2018.

2017 ~ 2018

Soitron Group expanded to Poland by setting up **SOITRON, POLAND**. At the same time, Soitron strengthened its position in the application business by acquiring a majority stake in **MILLENNIUM**. The two Soitron branches – SOITRON, SLOVAKIA and SOITRON, CZECH REPUBLIC merged together. In both markets the company now operates as **SOITRON, CZECHOSLOVAKIA**.

2013 ~ 2015

With HP opening a new outsourcing project in Bulgaria, Soitron Group expanded to the Bulgarian market, thus establishing **SOITRON BULGARIA** in the first half of 2013. In 2014, Soitron Group entered the UK market as well by establishing **SOITRON, UNITED KINGDOM**, its 100% owned subsidiary based in London. In 2015 SEKOM, TURKEY established a new software house **SEKOM YAZILIM**.

2009 ~ 2012

In 2009, the biggest Cisco partner in Romania, **DATANET SYSTEMS**, merged with Soitron Group when Soitron Slovakia purchased 51% of its shares. In 2012, the biggest acquisition to date was made, with Turkish **SEKOM** becoming a part of Soitron Group.

2005 ~ 2009

In 2005, a long-term expansion strategy of operation outside the Slovak market was defined. **SOITRON, CZECH REPUBLIC** branch was founded in 2005 and later expanded by acquiring two companies – Caiacom in 2008 and Clarionet in 2009.

1991 ~ 2005

SOITRON story started in Slovakia in 1991 when a small company, **TRONET**, was founded to provide clients with expertise in the emerging world of networking technologies. Over the next 10 years the company grew in size, expanding the number of its customers and employees as well as the depth and breadth of its knowledge.

In 2003, a joint venture between Tronet and Soitsa SA – a Spanish selective outsourcing specialist, was formed to build a large delivery centre for HP in Slovakia under the new name **SOITRON**. In 2005, Soitron acquired Soitsa shares, thereby establishing itself as a leading IT service provider.

Code of Ethic

Internal relationships

We all have the right to fair and courteous treatment by our superiors and colleagues. We respect the private lives of our peers and treat everyone with respect regardless of their race, color, nationality, origin, gender, sexual identity, religion or worldview, political opinion, age, physical constitution, or appearance.

Cooperation is the key to success and that is why we require and actively support it.

We have zero tolerance to bullying in any shape or form. We consider bullying to be any unjustified and malicious burdening, imposition of impediments, harassment, humiliation, or abuse of an individual by another person or a group which may take the form of physical or psychological abuse.

Other forms of bullying include:

Mobbing refers to various forms of making things in the workplace uncomfortable. These are group attacks against an individual. They are characterized by obscurity, sophistication, and malice.

Bossing is psychological bullying at the workplace by a superior over a subordinate. It is the behavior of a boss that demeans a subordinate before their colleagues and makes it more difficult or impossible for them to do their job.

Harassment is any form of unwanted oral or non-oral expression of a sexual nature, the intention or effect of which is to undermine the dignity of the person and/or to create an intimidating, hostile, degrading, or offensive environment.

Customer-supplier relationships

When choosing our suppliers, we apply a transparent selection process seeking nothing other than profitable business from cooperation. Our fairness to suppliers applies to both how we select them and how we work with them. We believe that respecting due dates on invoices is an essential part of a fair partnership.

We are aware of corruption being an important issue and a danger to society, and that is why we have a long-term goal to support any legislative activities aimed at preventing, detecting, and penalizing such behavior.

Environment

We realize how urgent it is to behave responsibly toward our surroundings and the environment. Our goal is to enable people to act responsibly at work during their working hours and to inspire them to be more responsible and environmentally conscious in their everyday lives. That is why our activities focus on environmental action as well as on raising awareness of responsible behavior more generally.

ECONOMIC ACTIVITY

Report on Economic Activity

SOITRON GROUP

In 2018, we mainly focused on the expansion and utilisation of development activities and the new products and services that had been launched the previous year.

Products and services

Security

One of the main focuses remains on IT security solutions. To be introduced in Q1 2O19, preparations took place in 2018 to set up a Security Operations Centre under the separate brand of VOID. This cybersecurity monitoring service combines unique technology with a team of experienced cybersecurity analysts and engineers, the result of a long-term strategy to invest in this area.

Digitalisation

The significant acceptance of digitalisation is visible in the market today. Digitalisation is now widely accepted, and enterprises see it as a must, something they should consider as part of their business. To respond to this trend, we introduced products such as IoT, RPA, email and chat bots, as well as IT Advisory and IT Business Management, where we can provide significant know-how. In this light, our decisions turned out to be very up-to-date and relevant.

IoT

With IoT we have focused heavily on Industry 4.0, trusting that with Soitron's many years of experience with cutting-edge technologies, we are able to help our customers remove the complexities of the IoT world and help them with what is absolutely necessary for their businesses today – data gathering and analysis. There are strong synergies within the IoT competence in Soitron Group – sensors, networks, sales and implementations are managed on local, country levels, whereas business logics and the platform are developed centrally.

IT Advisory

It is also clear now that setting up the IT Advisory department was a smart decision. We mainly focus on compliance and advisory in specific IT areas.

IT Outsourcing

We are continuously focusing on the trend of moving from staff augmentation to services, with the ability to change processes and automate them.

Report on Economic Activity

SOITRON (CZECHOSLOVAKIA)

Even though the year was not rich for large projects, we saw a strong shift towards the services-oriented business. However, this was assumed to be the trend for the past several years. Investing and developing in competences in the area of RPA, ITSM and consulting services had an effect on all business lines of the company, both in infrastructure and process management. We made an investment into the Nettle startup – nature language processing platform.

Sales

2018 was the first year of the joint Soitron Czechoslovakia. One of the main aims and expectations of growing in enterprise sales had not been completely achieved yet. Growing in the enterprise and public markets is a long-term process, and with the current state of the market, our position is to enter these segments via new technologies. There was a significant growth in the commercial business in the Czech Republic, though. Overall, we consider the processes set up in the Czech Republic branch to be healthy and that is why we intend to continue implementing the strategy set out at the beginning of 2018.

Financial results

The annual revenue decline was caused by the decrease in the total number of large projects. Also with a higher ratio of services, we must count on this trend in the future as well, specifically with the aim of focusing on recurring services. This will result in smaller revenue, but should be reflected in gross margin growth in the future.

The EBIT decline had to do with the investments in transitioning to Soitron Czechoslovakia and continued investments into new products and services, as these activities had been funded from internal resources, thus influencing external productivity of the teams.

DATANET SYSTEMS (ROMANIA)

2018 was similar to 2017 in terms of public sector funding and labour market: public sector investments remained at a low level and the demand for skilled IT specialists exceeded the market availability. The competition environment in 2018 in the Romanian IT&C market was intense.

In this fierce business climate, Datanet ended the year with revenues of about EUR 20 million and an EBIT of 4.3%, achieving 83% of its revenue and gross margin objectives.

Datanet continued to have the leading position as a Cisco partner in the Romanian market and increased the number of its customers. In 2018, the company's outsourcing division followed a positive trend, with revenues of more than EUR 800,000. Also, in 2018, Datanet set up a new business division, Datanet Systems powered by Millennium, with solutions built on the Microsoft Dynamics 365 platform.

Report on Economic Activity

SEKOM (TURKEY)

Despite weakened currency with resultant negative side effects across markets and consumers, Sekom achieved highly successful financial results while demonstrating growth in all core business units. As a result of ongoing investments in new technologies and human resources, Sekom started to achieve some very positive results not only in so called 'emerging technologies' such as cyber security, IoT and software development, but also in managed services business.

One of Sekom's core businesses – providing video services - has been revitalized through the successful deployment of the MTN project with a centralized monitoring facility (i.e. Video Assistant Referee 'VAR') across selected football stadiums. Sekom was awarded two major outsourcing contracts to deliver support and maintenance services at designated customer sites across the country.

To effectively and systematically complement our solution-delivery capability set, new partnerships have been created with selected vendors in areas of ultra- broadband, data protection, storage, security and network automation.

SOITRON BULGARIA

The Soitron Bulgaria portfolio consists of both Outsourcing and System integration services, and 2018 was a very challenging year for both divisions. The main goal was to expand the range of services provided as well as their quality improvement. Despite many obstacles, we were able to deliver the MOSY project (intelligent police cars for the Ministry of the Interior), and we successfully piloted the IoT waste management project for Sofia and Plovdiv. Both projects required investments which resulted in a 15.2% year-over-year revenue increase followed by a 22% cost increase, which resulted in a net profit decrease.

SOITRON (UNITED KINGDOM)

The UK market as a whole has experienced turbulent times following the 2016 referendum. Two years later and with no certainty of when the UK would likely leave the EU, its economic instability continued with many big brand names closing their UK bases for fear of a potential 'No Deal' or otherwise catastrophic impacts from a "bad deal". With the focus on growth in an unstable economy, the increased need for quality staffing at a lower price became much more prevalent, especially models which focused on hiring the right skillset for the job and an overall emphasis on quality as well as price saving.

At Soitron UK, the portfolio on how we can better meet our customers' needs expanded to include transformation project and an ITSM solution named SMAX, as part of our gold partnership with Micro focus. With the opening of further centres in the Soitron group too, our ability to tap into a vast pool of IT talent increased and thus came the requirement for a larger team and office in the UK. Attending various events throughout the year showcasing the core services on offer, the Soitron brand became much more recognisable; thanks greatly to its reputable sister centres, bringing together contacts from across Europe back to their UK bases.

Report on Economic Activity

2RING (SLOVAKIA, USA)

In 2018, 2Ring remained one of the leaders in add-on solutions for Cisco Contact Centres. Revenue from the North American market remained stable (with a very positive outlook for 2019), while revenue from the European market significantly grew – as a result of Cisco's European customers moving from CAD to the Cisco Finesse platform. 2Ring's short-term outlook for additional growth is promising – 2Ring has added additional products to Cisco's pricelist and is getting ready to introduce subscription-based pricing. In the long term, 2Ring is exploring synergies with other ISVs, whose proven solutions could be brought on to the Cisco Finesse platform.

SOITRON (POLAND)

This was the first full fiscal year for Soitron spółka z o.o. after the group had decided to enter the Polish market in the middle of 2017. Due to that, we focused on increasing brand awareness while building partnerships and alliances and pursuing new opportunities. We also continued to further develop our operations from legal, marketing, accounting, HR, & sales points of view. Our sales activities were driven by lead generation, where we continued to seek synergies in the technological area (recognizing that our RPA and biometrics solutions were positively received on the competitive Polish market) and geographical area (where our rich CEE presence positions us as an all-around partner in the region). We have also started delivering to two global accounts for outsourcing business units, which contributed to our revenue stream.

MILLENNIUM (SLOVAKIA, CZECH REPUBLIC)

Millennium has been a part of the Soitron Group since 2017. This new partnership was not only the biggest change in the history of Millennium, but it also opened the door to new opportunities, both in local and international markets.

Millennium confirmed its position in the Slovak and Czech market with a more than 57.41% gross margin in this quickly developing segment. The company's activities were aimed mainly at the financial segment with a 62.48% turnover.

Business activities in the Czech Republic were successful as well. Millennium Services, a daughter company, maintained its turnover level and confirmed its position on the local market.

In June 2018, Millennium expanded to a market in yet another country. Together with the Romanian company Datanet Systems operating under the Soitron Group, Millennium started to offer its services and solutions to customers within this large market.

In 2018, Millennium established an important strategic partnership – the company became a partner of the global software company Bpm'online in the area of CRM and business processes.

In cooperation with the Soitron Group, Millennium started to develop its own products with the ambition of succeeding in the global market.

In 2018, the company continued to diversify its business by operating in other countries outside the Slovak Republic.

Finance - Soitron Group

Selected Indicators: SOITRON GROUP

Soitron Group achieved following results in the selected indicators (in million EUR):

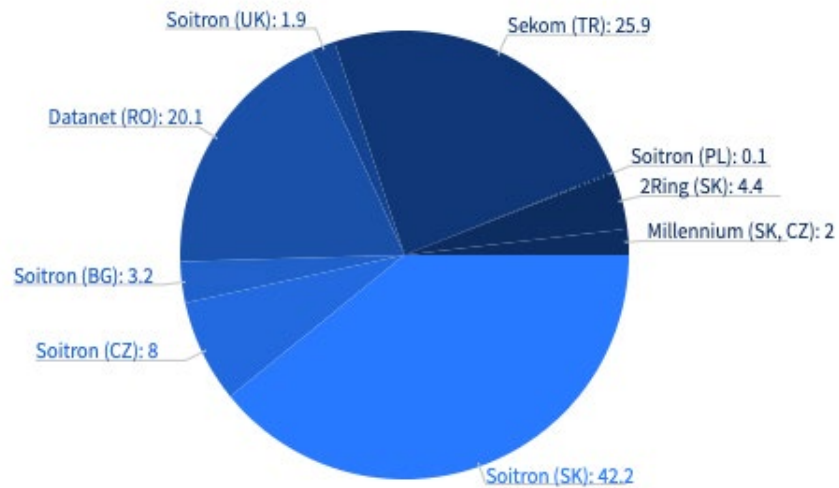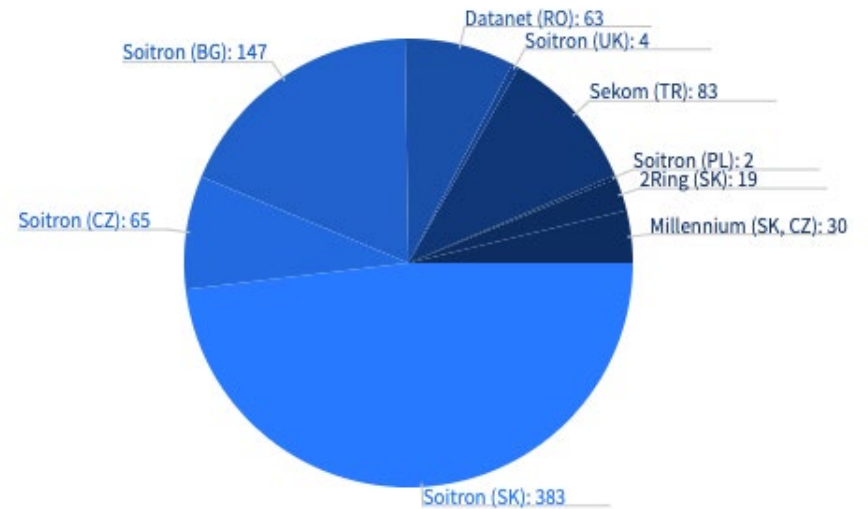| Type	2017	2018
Equity	36.2	31.3
Revenue from Sales of Goods	50.6	42.4
Revenue from Sales of Own Products and Services	53.2	61.8
Total Sales Revenue	103.8	104.2
Operating Profit (Loss)	5.7	7.8
Profit before Tax	4.7	7.1
Number of Employees	813	796
ROE (Return on Equity)	4.5%	15.9%
Return on Sales	2.5%	7.5%
Gross Profit	33.2%	44.2%

Finance - Subsidiaries

Selected Indicators: SOITRON GROUP SUBSIDIARIES

Total Sales Revenue (in million EUR)
Soitron Group – 104.2 million EUR

- Soitron (UK): 1.9
- Sekom (TR): 25.9
- Datanet (RO): 20.1
- Soitron (PL): 0.1
- 2Ring (SK): 4.4
- Millennium (SK, CZ): 2
- Soitron (BG): 3.2
- Soitron (CZ): 8
- Soitron (SK): 42.2

Number of Employees
Soitron Group – 796 Employees

- Datanet (RO): 63
- Soitron (UK): 4
- Soitron (BG): 147
- Sekom (TR): 83
- Soitron (PL): 2
- 2Ring (SK): 19
- Soitron (CZ): 65
- Millennium (SK, CZ): 30
- Soitron (SK): 383
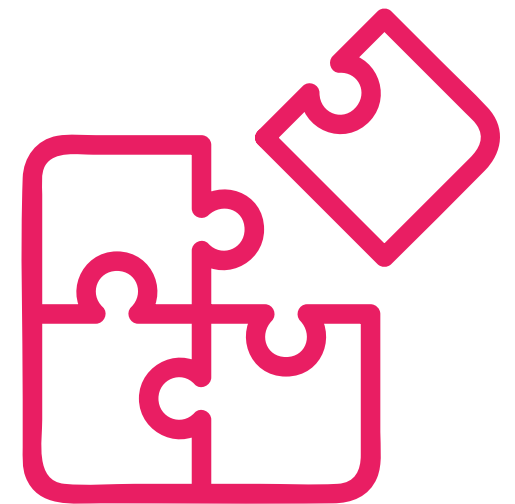
OUR PORTFOLIO ·······································

Soitron Group Portfolio of Products and Services

> Since 1991 we have been helping our customers build and retain a competitive advantage through the smart use of IT solutions. As a company with an enduring passion for innovation, we do not stop when faced with challenges requiring unique out-of-the-box solutions.

INTERNATIONAL SYSTEM INTEGRATION

Represented by nine well-established companies, the Soitron Group has been providing its customers with IT networking products and services since 1991. We are proud of our expertise, deep knowledge, and customer references, especially in the areas of IT infrastructure, voice & video solutions, security, IT services and outsourcing, cloud solutions, applications, IT advisory, and IT digitization.

MANAGED OUTSOURCING SERVICES

Our customers can tell the difference between traditional outsourced IT operations and Soitron managed delivery services which create added value and promoting innovation. Our transparent delivery model always keeps our clients in the driving seat. They set the vision, and while they remain in control of KPIs and costs, they stay agile and focused on their core business.

Our IT solutions and managed services:

- SMAX – an ITSM tool
- IT Staffing as a Service
- Managed Desktop Services
- Managed Service Desk
- Managed Platform Support
- Managed Networking Services
- Project Management Services
- Managed BPO

SPECIAL SOLUTIONS

We love innovative projects which help our clients grow and accelerate their business.

- **A Mobile Police Force for Ministry of Interior, Slovakia** - This is a solution enabling the police force to provide a better service to ensure citizens' security thanks to intelligent police cars.
- **The Internet of Things** - With our IoT solutions we can predict risks, automate and streamline processes, and save our customers' costs. Our smart terminal devices for temperature measurement and water, electricity, and gas metering can be used by utilities and industrial enterprises.
- **Process Automation and Robotisation** - Our product SOITRON*bot can automate any type of communication (email, chat, voice), application submission, complaint processing, logistic process, data backup, and data collection from different systems.
- **A Communication Network for Air Traffic Control for ROMATSA in Romania** - This is an integrated communications network forATC organizations providing secure and reliable operations and services to the public.
- **VOID – Security Operations Centre** - This combines unique technology with a team of experienced cybersecurity analysts and engineers. It adds a comprehensive layer of security to your company and improves your resistance attack.

Subsidiaries Portfolio of Products and Services

SOITRON (Czechoslovakia)

We provide complex solutions in the following areas:

- Robotisation and Process Automation
- IoT Solutions
- Security
- Security Operations Center
- Communication Solutions
- IT Services and Outsourcing
- IT Infrastructure
- Network
- Cloud Solutions
- IT Advisory
- IT Support for IT Departments
- Applications
- Monitoring
- MOSY – Intelligent Public Safety
- Microsoft Office 365

DATANET SYSTEMS (Romania)

TECHNOLOGIES AND SOLUTIONS

- Data Centre Infrastructure
- Data Networking Infrastructure
- Virtualization and Cloud Orchestration
- Collaboration and Customer Care
- Information Security
- Solution for Air Traffic Control
- Solution for Telecom
- Solution for Financial Institutions
- Integrated Telemedicine Solution
- Internet of Things
- Industry Trends

DATANET SYSTEMS (Romania)

IT INTEGRATION SERVICES

- Systems Integration
- Technical Support
- Operations Out-Tasking
- Technical Training
- Testing Center
- Financing Options

IT OUTSOURCING & SOFTWARE DEVELOPMENT

- IT Outsourcing
- IT Services Powered by Millennium

Subsidiaries Portfolio of Products and Services · · · · · · · · · · · · · · · ·

SEKOM (Turkey)

CORE AND EMERGING SOLUTIONS
- Security
- Internet of Things
- Service Provider Video
- DPI & Service Delivery
- Networking
- Unified Communications
- Data Center

IT SERVICES
- Managed Networking Services
- Project Management Services
- Managed Service Desk
- Hybrid IT Services

SOITRON (Bulgaria)

MANAGED OUTSOURCING SERVICES
- Managed Desktop Services
- Managed Service Desk
- Managed Platform Support Services
- Managed Networking Services
- Project Management Services
- Managed BPO

SOITRON (United Kingdom)

IT SOLUTIONS AND MANAGED SERVICES
- SMAX
- ITSM Transform and Migrate
- IT Staffing as a Service
- Soitron Connect
- Soitron RPA
- Managed Services
- MOSY - Intelligent Public Safety
- Micro Focus Platespin Migration
- Voice Biometrics

Subsidiaries Portfolio of Products and Services

SOITRON (Poland)

IT SOLUTIONS AND MANAGED SERVICES

- Voice Biometrics
- IT Service Management
- Staffing as a Service
- Cloud Solutions
- IT Outsourcing & Managed Services
- MOSY - Intelligent Public Safety
- Software Process Automation

MILLENNIUM (Slovakia, Czech Republic)

IT SERVICES

- CRM Systems
- Portal Solutions
- Web and Mobile Applications
- Enterprise Mobility
- Business Intelligence & Reporting
- System Integration

2RING (Slovakia, USA)

CUSTOMER JOURNEY SOLUTIONS

- Gadgets for Cisco Finesse
- Dashboards & Wallboards
- Staffino
- Scripts & Forms
- Reporting
- Compact Agent (Finesse)

UNIFIED COMMUNICATIONS

- Call Accounting
- Phone Services

Important Projects

UNIFIED COMMUNICATIONS PROJECTS

- Cisco IP PBX implementation, including new IP phones for the NATIONAL COUNCIL OF THE SLOVAK REPUBLIC
- A Cisco video conference solution and a Sharepoint portal for the MINISTRY OF EDUCATION OF THE SLOVAK REPUBLIC
- Contact Center Agent Desktop migration to the new Cisco Finesse platform in TATRA BANK
- Phase 2 of the migration to IP networks project for the MOROCCAN AIRPORTS AUTHORITY (OFFICE NATIONAL DES AEROPORTS DU MAROC)
- A video transmission network to TURK TELEKOM for the Turkish Football Federation Video Referee Assistant
- Call center upgrade and Work Force Optimization for SPP (Slovak Gas Company)
- IP telephony for JAGUAR LAND ROVER
- Deployment of 2Ring Dashboards & Wallboards at PARTNERSHIP HEALTH PLAN (USA)
- Stock exchange voice trading system for WOOD & COMPANY INVESTMENT COMPANY
- Deployment of 2Ring Gadgets for Cisco Finesse at HHC NY (USA)
- Installation of CC Avaya in the EMEA region for DHL EXPRESS

- Deployment of 2Ring Dashboards & Wallboards at UTILITA ENERGY (UK)
- Mortgage video advisor for BANKA CREDITAS
- Deployment of 2Ring Gadgets for Cisco Finesse at ATLANTIC HEALTH SYSTEM (USA)
- Avaya contact center upgrade for PHOENIX
- Deployment of 2Ring Gadgets for Cisco Finesse at ASHLEY FURNITURE INDUSTRIES (USA)
- Contact center and agent desktop upgrade in the OLYMPUS CZECH GROUP
- Deployment of 2Ring Dashboards & Wallboards at CHRISTIAN CARE MINISTRY (USA)
- IP telephony centralization for DOOSAN BOBCAT EMEA
- Deployment of 2Ring Dashboards & Wallboards at GREENVILLE HEALTH SYSTEM (USA)

INFRASTRUCTURE AND NETWORKING PROJECTS

- WiFi coverage in the interior and the courtyard of the Bratislava Castle for the MINISTRY OF CULTURE OF THE SR
- Branch routers upgrade for ROMATSA (Romanian Air Traffic Services Administration)

- Year 2 of the 100G core network upgrade for ORANGE ROMANIA
- Phase 2 of LAN segmentation for VUB BANK
- Comprehensive infrastructure redesign for ZVOLENSKÁ MLIEKAREŇ (Zvolen Dairy Company)
- WiFi solution for MEGA IMAGE
- Building a data center for ČSOB Bank
- Infrastructure and a WiFi solution for KAUFLAND ROMANIA
- LAN condition analysis and network infrastructure optimization for LEAR CORPORATION SEATING SLOVAKIA
- F5 ACE replacement for the NATIONAL BANK OF ROMANIA
- Network infrastructure relocation for BRATISLAVSKÁ TEPLÁRENSKÁ (Bratislava Heat Production Company)
- Building the network infrastructure for blackout readiness testing for SEPS (Slovak Electricity Transmission System Operator)
- Juniper core routers refresh for RCS-RDS
- WiFi solution for EASTERN SLOVAKIAN INSTITUTE OF CARDIOVASCULAR DISEASES
- Comprehensive cabling infrastructure project for KAUFLAND SLOVAKIA
- NetApp disk array for PRAKAB

Important Projects

SECURITY PROJECTS

- Soitron Security Sensor for ZKW and other companies
- Firewall solution for a data center and IP telephony for EUSTREAM
- Soitron Security Sensor for ŽSR (Slovak Railways)
- Antispam solution and a web proxy server for the FINANCIAL DIRECTORATE OF THE SR

OTHER IMPORTANT PROJECTS

- Deploying a ChatBot solution for SAZKA
- Service support for KOFOLA in all their European subsidiaries
- CRM system for the loan process sales management for VUB Bank
- IT activity outsourcing for the SEPS (Slovak Electricity Transmission System Operator)
- CRM project electronic loans for ČESKOMORAVSKÁ STAVEBNÍ SPOŘITELNA (a building savings bank)
- Mailbox management application for the MINISTRY OF CULTURE OF THE SLOVAK REPUBLIC
- CRM solution for CSOB Bank
- GDPR and compliance for UPC BROADBAND SLOVAKIA, MINISTRY OF CULTURE OF THE SLOVAK REPUBLIC, SK-CONT, AXXENCE SLOVAKIA, PLASTCOM, LINDSTRÖM and others.

- CRM system for ERSTE PRIVATE BANKING
- CRM system for sales management of leasing products for S SLOVAKIA
- Avaya Call Center monitoring using Zabbix for SLOVENSKÁ SPORITEĽŇA (Slovak Savings Bank)
- EU MiFID compliance and a knowledge base for WOOD & COMPANY INVESTMENT COMPANY
- CRM system for business activity management for BDO
- Service support for all the retail stores of KAUFLAND in Slovakia
- CRM development for PODPŮRNÝ A GARANČNÍ ROLNICKÝ A LESNICKÝ FOND (SUPPORT AND GUARANTEE AGRICULTURAL AND FORESTRY FUND)
- Portal solution for FINANCIAL ADMINISTRATION of the Slovak Republic
- Consulting services and implementation works related to Microsoft technologies for INTERNATIONAL ATOMIC ENERGY AGENCY (IAEA - a UN organisation)
- MS Sharepoint product catalog for RAIFFEISENBANK
- Web portal for the Capital City of Bratislava
- Knowledge management for RAIFFEISENBANK
- Application Travel Expenses for HEINEKEN SLOVAKIA
- Ivanti Service Desk solution deployment for SBERBANK
- Process automation in BOHEMIA ENERGY
- Cisco INFRA service support for EPIROC CZECH REPUBLIC
- GDPR deployment in BANKA CREDITAS

SOITRON GROUP
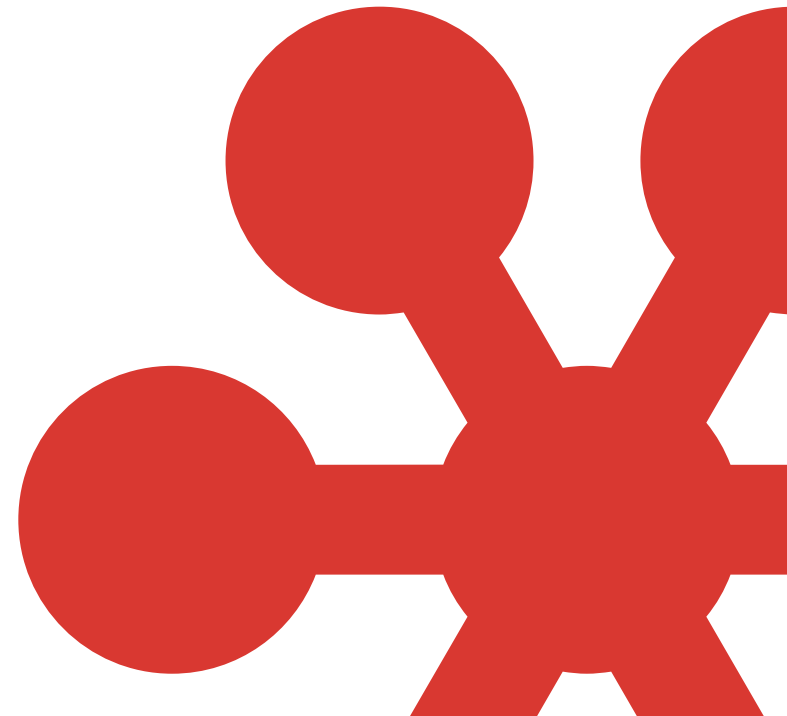
❋ Company Profile ....

NAME

SOITRON Group SE

BOARD OF DIRECTORS:

Ing. Marián Skákala

(Chairman of the Board of Directors)

Ing. Ondrej Smolár

(Deputy Chairman of the Board of Directors)

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829 75 Bratislava 25

Slovakia

BANK ACCOUNT

Tatra banka, a.s.

Bank account number: 292 012 3440

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SK5311000000002920123440

BIC (SWIFT)

TATRSKBX

COMPANY ID

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TAX ID

202 177 47 99

VAT ID

SK202 177 47 99

TELEPHONE NUMBER

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Partnerships & Memberships ·······························

PARTNERS:

- **CISCO**
  - Cisco Gold Certified Partner
  - Cisco Advanced Security Architecture Specialization
  - Cisco Advanced Collaboration Architecture Specialization
  - Cisco Advanced Enterprise Networks Architecture Specialization
  - Cisco Advanced Data Center Architecture Specialization
  - Cisco Advanced SP Architecture Specialization
  - Cisco Master Collaboration Specialization
  - Cisco TelePresence Video Master Authorization
  - Cisco Unified Contact Center Enterprise Authorization
  - Cisco Preferred Solution Partner

- **HEWLETT-PACKARD**
  - HP Silver Partner, Printing
  - HP Silver Partner, Computing

- **HEWLETT-PACKARD ENTERPRISE**
  - HPE Silver Hybrid IT Specialist
  - HPE Silver Services Specialist

- **MICROSOFT**
  - Microsoft Gold Application Development
  - Microsoft Gold Datacenter
  - Microsoft Gold Messaging
  - Microsoft Gold Collaboration and Content
  - Microsoft Gold Application Integration
  - Microsoft Silver Cloud Platform
  - Microsoft Silver Data Analytics
  - Microsoft Silver Small and Midmarket Cloud Solutions
  - Microsoft Cloud Solution Provider
  - Microsoft Authorized Education Reseller

- **AVAYA**
  - Avaya Diamond Business Partner

- **VMWARE**
  - VMware Enterprise Solution Provider
  - VMware Professional Solution Provider

- **IBM**
  - IBM Premium Business Partner

- **LENOVO**
  - Lenovo Business Partner

- **FORTINET**
  - Fortinet Silver Partner

- **FLOWMON**
  - Flowmon Silver Partner

- **PALO ALTO**
  - Palo Alto Innovator

- **SAFETICA**
  - Safetica Gold Partner

- **NETAPP**
  - NetApp Gold Partner

- **SEWIO**
  - Sewio Bronze Partner

- **ZABBIX**
  - Zabbix Certified Partner

- **NUANCE**
  - Nuance Business Partner

- **UNBLU**
  - Unblu Reseller Partner

✱ Partnerships & Memberships

PARTNERS:

- **ZOOM INTERNATIONAL**
  - Zoom Integrator Platinum

- **PHONEXIA**
  - Phonexia Partner

- **VERINT**
  - Verint Business Partner

- **RETIA**
  - Retia Reseller Partner

- **NETSCOUT ARBOR NETWORKS**
  - Netscout Arbor Networks Authorized Partner

- **F5**
  - F5 Silver Partner

- **JUNIPER**
  - Juniper Select Partner

- **GENESYS**
  - Genesys Technology Partner

- **SERVICENOW**
  - ServiceNow Technology Partner

- **IVANTI**
  - Ivanti Silver Partner

- **EMC²**
  - EMC² Silver Business Partner

- **VEEAM**
  - Veeam Silver ProPartner
  - Veeam Registered Service Provider

- **R&M**
  - R&M Freenet OC Designer
  - R&M Freenet OC Installation Manager

- **KELINE**
  - KeLine 10Giga Authorized Planner
  - KeLine 10Giga Authorized Installer

- **DÄTWYLER**
  - Dätwyler Installers Copper-Data Cable Systems
  - Dätwyler Installers Fibre Optic Cable Systems

- **CITRIX**
  - Citrix Partner

- **POLY**
  - Poly Registered Partner

- **MOBILEIRON**
  - MobileIron Registred Partner

- **IP TRADE**
  - IP Trade Gold Partner

- **NETWRIX**
  - Netwrix Silver Partner

- **IP FABRIC**
  - IP Fabric Certified Partner

- **LOG MANAGER**
  - LOGmanager Certified Partner

- **KASPERSKY**
  - Kaspersky Registred Partner

- **BITDEFENDER**
  - Bitdefender Gold Partner

- **TC&C**
  - TC&C Reseller Partner

- **BLUE PRISM**
  - Blue Prism Silver Partner

- **ANASOFT**
  - Anasoft Value-Added Reseller and Integrator

- **BPM' ONLINE**
  - bpm'online Partner in the field of CRM and Business Processes

- **RESCO.NET**
  - Resco.net Value–Added Reseller and Integrator

- **CLICKDIMENSIONS**
  - ClickDimensions Value-Added Reseller and Integrator

Partnerships & Memberships

PARTNERS:

- **ESIGNLIVE**
  - eSignLive Value-Added Reseller and Integrator
- **SCRIBE**
  - Scribe Value-Added Reseller and Integrator
- **REALDOLMEN**
  - RealDolmen Value-Added Reseller and Integrator
- **INFOCUMULUS**
  - InfoCumulus Value-Added Reseller and Integrator
- **MICRO FOCUS**
  - Micro Focus Partner
- **SEMANTIC WEB COMPANY**
  - Semantic Web Company Partner
- **DXC**
  - DXC Partner
- **SANDVINE**
  - Sandvine Partner
- **QCT**
  - QCT Partner

- **SYNAMEDIA**
  - Synamedia Partner
- **CASA**
  - Casa Partner
- **ATEME**
  - Ateme Partner
- **INFOBLOX**
  - Infoblox Partner
- **IXIA**
  - Ixia Partner
- **REDHAT**
  - Redhat Partner
- **MELLANOX**
  - Mellanox Partner
- **CHECK POINT**
  - Check Point Partner
- **PROOFPOINT**
  - Proofpoint Partner
- **BLUECOAT**
  - Bluecoat Partner

- **SPLUNK**
  - Splunk Partner
- **VASCO**
  - Vasco Partner
- **SKYBOX**
  - Skybox Partner
- **RAPID7**
  - Rapid7 Partner
- **BACKBOX**
  - Backbox Partner
- **UIPATH**
  - UiPath Partner
- **EXPERIS**
  - Experis Partner

❋ Selected Certifications ··

ISO 20000
LL-C (Certification)

OHSAS 18001:2007
LL-C (Certification)

ISO 27001
LL-C (Certification)

ISO 14001
LL-C (Certification)

ISO 9001
LL-C (Certification)

❋ Selected Certifications ....

PROFESSIONAL CERTIFICATIONS:

Project certifications:

PROFESSIONAL CERTIFICATIONS:

Process certifications:

6σ

Security certifications:

ISACA®

ITIL®

MEMBERSHIPS:

British Chamber of Commerce in the Slovak Republic

American Chamber of Commerce in the Slovak Republic

Structure of Shareholders

100%	**100%**	**100%**	**100%**	**100%**	
SOITRON Slovakia	**SOITRON** Czech Republic	**SOITRON** Bulgaria	**SOITRON** United Kingdom	**SOITRON** Poland	

Ondrej Smolár	Marián Skákala	Martin Lohnert	Tomáš Turkovič	Jiří Dinter	Michal Novák

58.8%	57%	51%
41.2%	43%	49%
SEKOM Turkey	**DATANET SYSTEMS** Romania	**MILLENNIUM** Slovakia, Czech Republic
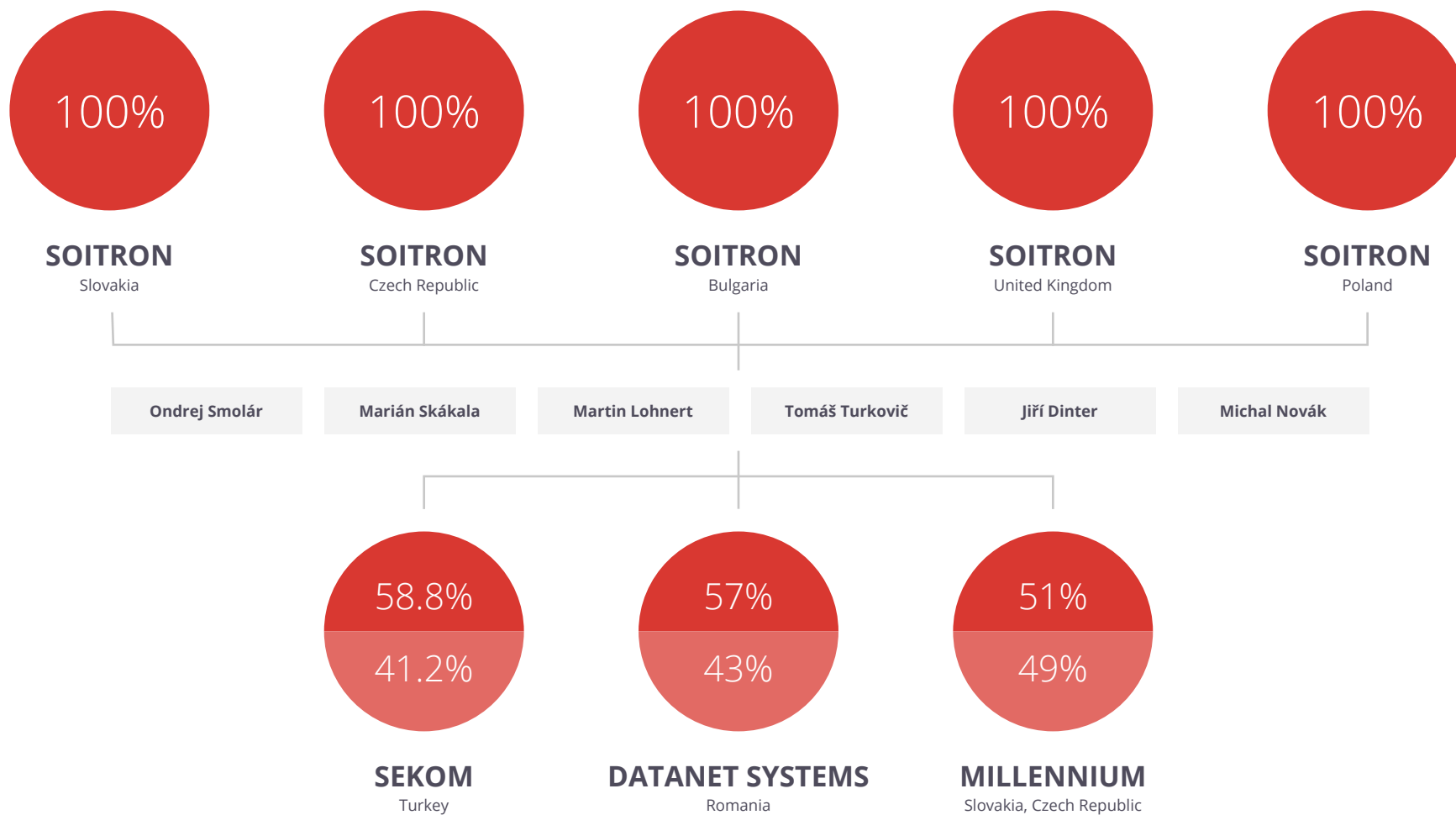
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